

**2014 Technology Innovation Showcase**  
**Space and Transaction Management Tracking System**  
**State Properties Commission**

**Complexity of the Problem**

Managing office space requirements for Georgia state government is no easy task. With more than 100 state agencies, many of which operate a large number of field offices throughout the state, it takes a dedicated team using innovative technology tools to make sure space is efficiently utilized. The State Properties Commission (SPC) is responsible for the acquisition and disposition of all state-owned and leased real property. It also assists state agencies in finding office space in either state-owned or commercially owned buildings. SPC turned to technology to help track every step in the space planning and leasing process.

**Creativity of the Solution**

The resulting Space and Transaction Management Tracking System answers the question, “Where are we with this project?” It provides detailed and dated information during the space planning and leasing process, and automatically generates emails to specific stakeholders at every milestone and thereby facilitates collaboration between the SPC and other state agencies.

The system was implemented in four phases. Phase I tracks workflow processes for the SPC’s Space Management division and all requests from state agencies for commercially leased office space. The system helps enforce a space standard developed by the division and based on industry and public-sector criteria. Phase II added workflow processes for the SPC’s Transaction Management division, which is responsible for locating office space in commercial buildings or other third parties and negotiating leases on behalf of state agencies. Phase III added the Georgia Building Authority (GBA) to the system to capture all requests from state agencies for space in state-owned buildings in the Capitol Hill Complex in Atlanta. And Phase IV added a lease tracking module to automate processes such as publicly advertising leases online, a subscription service for prospective landlords and notifications to various stakeholders at every step.

The system was designed and developed in-house by the SPC’s Shared Services IT Development Team using QuickBasic. In-house development saved the state an estimated \$340,000.

**Business Results**

The Space and Transaction Management Tracking System brings stakeholders together, including the SPC, the GBA, leasing coordinators in state agencies, authorized real estate brokers and landlords. It ensures greater accountability on the part of the SPC to provide timely and cost-effective space planning and leasing transactions, and it allows the SPC to routinely measure its performance.

The ultimate beneficiaries are Georgia taxpayers since the system enables the SPC to accurately report on its continuous improvement in real estate portfolio management.

In addition, other state agencies can use the system to gauge their effectiveness in meeting the need for leased office space. While the system is used by the SPC on a statewide basis, the system can also support the business operations of an agency’s facilities support services in its various divisions and field offices.